MARICE RECRUITMENT AGENCY LTD
EMPOWERING CARE, SUPPORTING OPERATIONS, ENSURING EXCELLENCE.

Complaints Policy

Policy Control Information

Item	Details
Policy Title	Complaints Policy
Policy Reference	MRA-POL-008
Policy Owner	MRA Ltd
Designated Lead	Operations Managers
Version	0.2
Approved By	Managing Director
Issue Date	25/11/2026
Review Date	Annually, and after any change in the law, a serious incident or an audit finding

1. Policy Statement

Marice Recruitment Agency Ltd ("the company") wants to provide a good service to its clients and workers and welcomes complaints as a chance to put things right and improve. Every complaint is handled fairly, promptly and openly.

This policy is based on the Conduct of Employment Agencies and Employment Businesses Regulations 2003, the Equality Act 2010 and the Data Protection Act 2018.

2. Purpose

To make sure complaints are easy to make, are dealt with consistently, and lead to learning that improves the service.

3. Scope

This policy applies to complaints from clients, workers, candidates, members of the public, and the people receiving care or services where the company's workers are placed, as well as anyone acting for them.

4. What a Complaint Is

A complaint is any expression of dissatisfaction, spoken or written, about the service the company provides. It may be about the quality or conduct of a worker, the recruitment process, communication, pay, invoicing or the behaviour of company staff.

5. How to Make a Complaint

Complaints can be made in writing, by email, by phone or in person:

Method	Details
Email	complaint@maricerecruitment.co.uk
Phone	020 8013 1881
Website	https://maricerecruitment.co.uk/complaints
Post	Marice Recruitment Agency Ltd, Ravens Way, London SE12 8EY

The company will help anyone who needs support to make a complaint, for example because of a disability or language need.

6. Complaints Procedure

1. **Acknowledgement:** the complaint is acknowledged in writing within 3 working days, with the name of the person handling it.
2. **Investigation:** a manager who was not involved looks into the complaint fairly, speaking to everyone concerned.
3. **Response:** a written response is sent within 20 working days, explaining what was found and any action taken. If more time is needed, the complainant is told why and when to expect a reply.
4. **Appeal:** if the complainant is not satisfied, they can ask the Managing Director to review the decision within 20 working days of the response. The Managing Director's review is the final stage of the internal process.

7. Safeguarding Concerns

If a complaint raises a safeguarding concern, the Safeguarding Adults and Child Protection Policy (MRA-POL-006) is followed straight away, and the complaint process is paused where needed so that it does not get in the way of any investigation by the local authority or the Police.

8. External Escalation

If a complainant is still not satisfied after the appeal, they can contact the relevant body:

- The Employment Agency Standards Inspectorate, for concerns about how the company acts as an employment agency or business
- The Information Commissioner's Office, for concerns about personal data
- Acas, for workplace disputes involving workers
- The Care Quality Commission or the local authority, for concerns about care at a client's service

9. Confidentiality and Non-Retaliation

Complaints are handled confidentially and shared only with those who need to know. Nobody will be treated less favourably, or offered fewer shifts, because they have complained.

10. Governance and Monitoring

The DOQA Department Head keeps the Complaints Register, checks that timescales are met and reports complaint numbers, themes and lessons learned to the Managing Director every quarter. The Managing Director has overall accountability.

11. Review

This policy is reviewed every year, and after a serious complaint, a change in the law or a client audit finding.